

**Refugee Advisory Board Meeting  
Refugee Education & Training Center  
Meadowbrook Campus, 250 W 3900 S, SLC  
Room 133  
February 25, 2016**

Attendees: Bethany Hyatt, Mollie Murphy Dale, Natalie El-Deiry, Nicholas Street, Ryan Van Fleet, Tyler Kotter, Steve Pluim, Gerald Brown, Angela Robbins, Asha Parekh, Liz Bioteau, Ze Min Xiao, Martha Archuleta, Rick Foster, Lina Smith, Aden Batar, Jackie Rader

**ACTION ITEMS**

**Workforce Services:**

- **Advisory Board meeting changes:**
  - **Location moved to the Refugee Education & Training Center (250 W 3900 S, SLC)**
  - **Will meet quarterly instead of monthly (May 26, August 25, November 17, February 23, 2017)**
  - **Meetings will be 90 minutes (3:00 pm – 4:30 pm)**
  - **Next meeting on May 26**
    - **Focus – housing and how DWS is working to address refugee housing needs**
- **Housing Paper**
  - **Gerald Brown and Liz Bioteau will work on the language and submit**

**Welcome** – Jon Pierpont

**Refugee Advisory Board Revision Recommendations** – Bethany Hyatt (for Nate McDonald)

- Nate is over boards and commissions for the dept.
- Discussed in last meeting making some changes within the executive order to the board membership to better reflect what is happening
- Governor asked for alternative members and shorter terms (see handout)
- Handout:
  - Dept. of Human Services
  - Dept. of Health
  - Salt Lake County
  - Office of Education /school district
  - Main agencies (IRC, CCS, AAU)
  - Public safety (new position)
  - Staggered 4 year terms
    - Low income housing
    - Social services
    - 2 refugee community organizations
    - Other stakeholders from government

- Governor requested that board membership include more people from the community to expand the perspective that the board can offer in an advisory capacity
- Propose Board meet on a quarterly basis rather than monthly
  - Better attendance
  - Next meetings: May 26, Aug 25, Nov 17, Feb 23, 2017
  - Time extension from 60 mins to 90 mins to cover all topics
- Comments or questions?
  - Membership looks fine; took all feedback
    - 15 to 20 members to include more people from the community
    - Representative from public safety is a standing member
    - Specified within the government agencies
    - AAU was not on the proclamation under main resettlement providers
      - Also standing positions (not in original Executive Order)
    - Add more refugee groups
    - Names recommended last month have been consolidated; individuals will need to apply; names not received in the past will need to be submitted
      - Apply through governor's website
      - DWS will walk through the process; send info via email (Liz Bioteau as well)
  - Quarterly meeting sounds good
  - 90 mins meetings are approved → 3:00 – 4:30 pm approved
  - Location: meeting at RETC (better parking & place where refugees gather)

#### **Housing Paper Discussion – Jon Pierpont**

- Motion for approval on the content (drafted by Patrick Poulin)
  - Liz Bioteau – shouldn't sign the letter since she works for the agency
    - Thoughts on how the letter may be more effective, but may also go as stands
    - Maximizing current resources as much as possible; but could be more specific on resources not fully utilized
      - i.e. can't increase the voucher pool typically; recognize to continue using all vouchers; within the voucher pool could allocate more project-based vouchers (like what they did at Bud Bailey) → set aside more for refugees
  - Liz to work with Gerald to fine tune the language
- Motion that Gerald & Liz will work to fine tune the language and then submit
  - Moved by Aden Batar
  - Seconded by Lina Smith
  - Motion approved

## **Data Management – Mollie Murphy Dale**

- Started working on 2 years ago; having hard time to get specific data points from refugee services offered to find the gaps in funding or outcomes
- How do we redirect services or bolster some or show the successes → could show pieces but not the entirety

## **Efforts to Outcomes (ETO) – see slideshow**

- Purchased the service model that has refugee data already setup
- ETO Functionality
  - o Cash assistance
  - o Resettlement & Placement
  - o Social services
  - o System already understands the basics of refugee services data needed (date of arrival, etc.)
- ETO Software tour
  - o Can design and configure different use roles → functionality & access in the system
    - Administrator that can access all data
    - Reports only access
    - Case manager
- ETO will allows us
  - o Share data – better coordinate between agencies and get a clear picture of services refugees are accessing \*can add case management info for DCFS clients, etc.; have existing MOUs for NGK DCFS families\*
    - Need to build in to the system
  - o Develop report to measure outcomes, spot trends, inform programming
  - o Communicate with all refugee partners
  - o Coordinate with other data sets that may be out there (DCFS, USOE)
- DWS Support Staff (see list)
  - o Exec sponsor – Mollie
  - o Project manager – Michelle
  - o Admin – Nikita
  - o NGK – Callie
  - o Contracts – Reese
  - o DTS (had to go through internal approval process, took a long time to vet)
- Data Sharing
  - o Direct API: DOH, AAU
    - DOH has the most comprehensive set of arrival data
    - Bridge directly to Dept. of Health for data
    - Potentially bridge with AAU as well
  - o Direct use: CCS
    - Use current system that doesn't do reports; interested in directly using ETO
  - o Export/Import: IRC, UHHR
    - Export data from agency and import to ETO

- School district data is harder to share; possibilities are endless → can connect to other systems
- IRC is using for auxiliary programming as well → consider the other pieces that may be able to tie in
- Prioritize how we want to use the system and what data needs to come in first, second, third
- ETO Timeline
  - o Implementation/Data Sharing Agreements (Feb – Apr)
  - o Training & internal rollout (Mar-May)
  - o Testing & Reporting (Mar – May)
  - o External implementation to contractors (May – Jul)
  - o UWORKS interface (Jul – Sep)
  - o Beyond these, can add on additional uses of the system
- Next Steps
  - o DOH MOU – in development
  - o UWORKS project request – March
  - o Develop data sharing MOUs – CCS, IRC, AAU, UHHR
    - Develop interagency sharing MOUs (IRC with CCS, etc.)
  - o Assessments → development and build in ETO
    - What are we currently using, what outcomes are we moving towards and what can we build into ETO
  - o Develop and share Gantt chart on progress
    - Show tasks with a timeline that are dependent on each other
    - Need realistic outcomes and deadlines; project takes a long time to make sure that relationships are built to make the project work best
    - Please be patient as the system is being rolled out

#### Questions?

- Steve Plum: going to large employers to fill in with refugees; will the data support information on client degrees, certifications, job clubs, etc. → can you attach documents to the records?
  - o Mollie is looking into it with ETO (attach resumes, etc.)
  - o Reporting need to pull folks that fit a specific profile → develop a report
  - o Keyword search-ability
  - o Similar functionality in UWORKS → build report when UWORKS is bridged with ETO
- Meeting with other stakeholders on the needs and prioritizing (Gantt chart)
- Need to be able to tell the stories of refugees → have to be able to show outcomes for the money that we are investing (esp. money from the legislature)

Promise Partnerships (national) – utilize ETO and an external, public facing entity

DPS may want something in future within reason

#### **Extended Case Management** – Mollie Murphy Dale

##### New Contracts

- CCS, IRC & AAU ended 12/31/15

- October send out competitive bid; awarded in December; started in February
  - o New contractors: CCS, IRC, AAU, UHHR
    - CCS, IRC & AAU have been providing services since 2009
    - Added a 4<sup>th</sup> agency – UHHR

Differences between old contracts and new contracts → increase efficiency in programming rather than managing the contract (see slide)

- Pathways → alleviate amendments
- Clients can exit services when demonstrating they are ready to

Recommendations to improve current case management (from June 2015 presentation) → doing all of what was discussed

#### Pathways

- Changes in original contract would have to do an amendment
- Now there is a 6 month implementation planning
  - o Pathways are housed online
    - Discuss step by step coordination
    - Don't have to use an amendment to figure out changes
- Coordinated service delivery
  - o Interagency conversations will be good

#### Outcomes and ETO

- 5 areas:
  - o Community & family support
  - o Economic stability
  - o Education & training
  - o Physical/mental health well-being

#### Next Steps

- Data sharing MOUs with agencies
- Align assessments
- Build into ETO
- Implement contract pathways

#### Meeting minutes for December & January

- Motion to approve – Ze Min Xiao
  - o Second by Liz Bioteau
  - o Approved

#### Next meeting May 26 (90 mins)

- Focus on housing
- Affordable housing is critical in the state (short 46,000 units)
- More details on how DWS is working to address refugee housing needs
- Let Jon know if there are any other topics that need to be on the agenda in May

**Update from Public Safety – Nick Street**

- Getting out in the community
- Going well so far

Natalie - Minneapolis PD is recruiting from Bhutanese community

- Refugee reserve officer is willing to help with DPS efforts

Motion to Adjourn – Rick Foster

Approved